

**GREATER LINCOLN WORKFORCE DEVELOPMENT BOARD MEETING**  
**February 11, 2020 at 8:30 a.m.**  
**Southeast Community College, 88th & O Street, Lincoln, NE**  
**Rooms V-103, 104**

**Minutes**

Board members present: Rod Armstrong, Travis Beck, Jessica Bergmann, Tim Bornemeier, Chris Callihan, Connie Daly, Jane Goertzen, Jessica Greenwald, Pat Haverty, Leon Holloway, Dr. Paul Illich, Steve Jones, Ashley Krajewski, Julie Panko Haberman, Joanne Pickrel, Matt Scott, Randy Sterns, Carol Swigart, and Diane Temme Stinton. Members absent: Melissa Carpenter, Debra Cremeens-Risinger, Ron Kaminski, Sherla Post, Vi See, and Sue White.

Board Consultants:  
Shirley Carlson

City of Lincoln Staff:  
Jan Norlander-Jensen, Workforce Administrator  
Margaret Blatchford, Law  
Thomas Lannin, Finance  
Scott Tharnish, Finance  
Alyssa Martin, Mayor's Office

ResCare Workforce Services Staff:  
Terry Eklund  
Andy Huls  
Cherisa Price-Wells

The meeting was called to order at 8:34 a.m. by Carol Swigart, Chairperson, who announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. Two copies of the Act were available in the meeting room. Notice of this meeting was published in the Lincoln Journal Star on February 3, 2020 and was posted on the City of Lincoln's website and on the Board's webpage.

**Recognition of New Members**

Carol Swigart asked the two new members of the Greater Lincoln Workforce Development Board to introduce themselves – Diane Temme Stinton and Jessica Greenwald. Diane Temme Stinton introduced herself as the Chief Administrative Officer of TMCO, and Jessica Greenwald introduced herself as the Vice President in the INSPRO Lincoln office. Terry Eklund then introduced himself as ResCare's new Project Director. Scott Tharnish then introduced Tom Lannin as the new fiscal contact for the WIOA program, to serve as Scott Tharnish's successor in light of Mr. Tharnish's retirement.

**Recognition of Jan Norlander-Jensen**

Carol Swigart then recognized the long-standing service and impending retirement of Jan Norlander-Jensen. Carol Swigart presented Jan Norlander-Jensen with a gift on behalf of the Greater Lincoln Workforce Development Board and asked the board to go around and introduce themselves and offer their gratitude for Ms. Norlander-Jensen. Each person in attendance at the meeting introduced themselves and offered words of appreciation for Ms. Norlander-Jensen. Carol Swigart introduced a Jayhawks-themed cake in honor of Ms. Norlander-Jensen.

Attendance was taken by roll call; 19 of the 25 members of the Greater Lincoln Workforce Development Board were present (Armstrong, Beck, Bergmann, Bornemeier, Callihan, Daly, Goertzen, Greenwald, Haverty, Holloway, Illich, Jones, Krajewski, Panko Haberman, Pickrel, Scott, Sterns, Swigart, Temme Stinton), which constituted a quorum. Melissa Carpenter, Debra Cremeens-Risinger, Ron Kaminski, Sherla Post, Vi See, and Sue White were absent.

### **Approval of Minutes**

Minutes from the September 24, 2019 Greater Lincoln Workforce Development Board were reviewed. These minutes had been sent by email to the Board members previously and were posted on the Board's webpage. \_\_\_\_\_ moved approval of the minutes; \_\_\_\_\_ seconded the motion. Members indicated unanimous approval by voice vote and the motion passed approving the minutes.

### **Election of Officers**

Carol Swigart noted that per the Board's Bylaws, officers of the Board shall be a Chairperson, a Vice Chairperson, Secretary, and Treasurer (designated as the City Treasurer), with the term of office being two years from the date of the meeting at which they are elected. The Chair must be a local business representative per WIOA regulations, and the Chair is to preside at all meetings, appoint committees or task group chairs, and represent the Board, among other duties. The Vice Chair must also be a local business representative per WIOA regulations and shall perform duties at the request of or in the absence of the Chair. Leon Holloway, Chair of the Nominating Committee of the Greater Lincoln Workforce Development Board, recognized Jane Goertzen and Connie Daly for their participation on the Nominating Committee and put forth the following slate of candidates: Tim Bornemeier for Chairperson, Carol Swigart for Vice Chairperson, and Julie Panko Haberman for Secretary. No further nominations were made for any of the officer positions. Per the Board's Bylaws, voting was done by ballot. The following officers were each approved by ballot vote:

- Tim Bornemeier, Chairperson (unanimously approved)
- Carol Swigart, Vice Chairperson (unanimously approved)
- Julie Panko Haberman, Secretary (unanimously approved)

Carol Swigart transferred the remaining responsibilities for conducting the Board meeting to Tim Bornemeier, in light of his election as Chairperson.

### **State of the One Stop Report**

Andy Huls, the One-Stop Operator, presented on the State of the One Stop Report, which had been previously sent by email to Board members. Mr. Huls discussed his approach to operating the American Job Center as being business-led, data-driven, and systems-oriented with respect to workforce. Mr. Huls noted that he had spent time on four areas: customer satisfaction surveys; partner cross-training; partner performance summaries; and the State of the One Stop Report. Mr. Huls commented on each of these areas.

With respect to customer satisfaction surveys, Mr. Huls noted that feedback from customers was historically very positive (around 90% approval). Mr. Huls revised the survey to elicit feedback from customers on how the American Job Center could improve, thus better driving future operations. For example, questions were added about barriers to accessing the American Job Center and what kind of services would be helpful to jobseekers. Other questions were discussed, as well as the methodology of the customer satisfaction survey.

With respect to partner cross-training, Mr. Huls noted that partners were interested in learning more about supportive services for customers. Mr. Huls indicated that a training would be provided on this topic. Mr. Huls also noted that partners were interested in learning more about working with specialized populations, which Mr. Huls indicated would also be the subject of a partner cross-training in the near future. Mr. Huls reported on two trainings that had previously occurred – one on self-care and workplace burnout, and the other on the customer experience. These trainings were successful.

With respect to partner performance summaries, Mr. Huls indicated that he requested a great deal of data from workforce partners, and that he had received information from several – though not all – of the workforce partners. Mr. Huls noted that workforce partners had until March 31<sup>st</sup> to provide the requested data. Mr. Huls said that this data would help better tell the story of the American Job Center and its effectiveness.

Mr. Huls then summarized the principal findings of the State of the One Stop Report, which involved customer and partner feedback on parking, location of the American Job Center, accessibility of the American Job Center, mode of transportation to the American Job Center, and ADA compliance. A total of 87 surveys were completed by customers, and a total of 20 surveys were completed by partner staff. Some key findings:

- A substantial majority of customers were satisfied with the location of the American Job Center, but when the reentry population was removed from this calculation, only 58% of customers were satisfied with the location of the American Job Center
- 65% of partners were neutral or dissatisfied with the location of the American Job Center
- Most customers came from the 68522-zip code (the Lincoln Correctional Center)
- 43% of customers were neutral or dissatisfied with parking, and 90% of partners were neutral or dissatisfied with parking
- Customers did not indicate a significant concern with accessibility of the American Job Center
- Partners had significant accessibility concerns with the American Job Center, especially from an ADA perspective
- 89% of respondents rated their overall satisfaction with the American Job Center as “satisfied” or “very satisfied”

Board members raised questions regarding the State of the One Stop Report and discussion ensued. Jan Norlander-Jensen provided an update on the NDOL’s EO and Accessibility Review, which raised accessibility concerns regarding the American Job Center. Ms. Norlander-Jensen indicated that relocation of the American Job Center should occur in light of these concerns.

Tim Bornemeier then invited discussion on the topic of relocation of the American Job Center. Mr. Bornemeier indicated that the Board would like a voice in the relocation process and requested that the Mayor’s Office engage the Board in this process. In response to a question, Margaret Blatchford, with the City’s Law Department, indicated that the process for procuring new space would involve the City’s Purchasing Department, and that there would be engagement with workforce partners and sublessees as part of this process. Ms. Blatchford also noted that while the Mayor has final say on the new lease, it was anticipated that the Board would be engaged in the RFP process as well. In response to a question, Jan Norlander-Jensen indicated that the Nebraska Department of Labor was required to co-locate with the American Job Center.

Tim Bornemeier moved approval of relocation of the American Job Center and engaging with the Mayor’s Office in this process; \_\_\_\_\_ seconded the motion. The motion passed by roll call vote 19-0. (Carpenter, Cremeens-Risinger, Kaminski, Post, See, and White were absent)


#### **Southeast Community College Update**

Dr. Paul Illich provided an update on Southeast Community College (SCC) operations. Dr. Illich discussed SCC enrollment numbers, SCC graduate numbers and retention, SCC’s 5-year strategic plan, the skilled worker gap in Nebraska, SCC facilities projects, and innovations in SCC campuses and learning centers.

#### **Board Action for Calendar 2020 and Chairperson’s Remarks**

Tim Bornemeier noted that the full Board meeting dates would be provided to the Board. He asked committees to meet prior to Jan Norlander-Jensen’s last day of March 13<sup>th</sup> to ensure appropriate handoff of committee responsibilities.

Tim Bornemeier addressed the latest update on ResCare performance (page 5 of the Board packet) and indicated concern with the Youth Credential Rate and Dislocated Worker Credential Rate. He noted that the Board was concerned with the cadence around performance delivery, and that they would like greater access to performance metrics.



Tim Bornemeier noted that the Board is overdue for strategic planning and said that an update would be provided on this front.

Tim Bornemeier provided the Board with an update on the process of finding a replacement for Jan Norlander-Jensen. He noted that he would be participating in the interview process.

There being no further business and no comments from the public, Tim Bornemeier adjourned the meeting at 10:07 a.m.